Student Life Manager (Mobility) 
Job Description

POSITION OVERVIEW

<table>
<thead>
<tr>
<th>Department</th>
<th>Student Life, Resourcing and Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>London, campus-based</td>
</tr>
<tr>
<td>Term</td>
<td>Full-time permanent</td>
</tr>
<tr>
<td>Hours</td>
<td>Monday to Friday (38 hours per week); 09:00 – 17:30</td>
</tr>
<tr>
<td>Salary</td>
<td>Up to £42,000 per annum</td>
</tr>
<tr>
<td>Benefits</td>
<td>Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)</td>
</tr>
<tr>
<td>Start</td>
<td>September / October 2023</td>
</tr>
</tbody>
</table>

The Student Life Manager (Mobility) is responsible (along with other role holders) for the delivery of London student mobility programmes, as assigned to this role. These are typically first-year international programs such as the London Scholars and Global Scholars provided by Northeastern University.

The Student Life Manager should have a working knowledge of international students and mobility/study abroad programmes. They should have a broad understanding of the various contributory elements that make up the overall experience of a mobility student in London such as programme administration, Student Life, Residence Life, and Student Support and Development. This position requires collaboration with all departments across the University including programme directors, faculty, students, professional services etc. The post holder will work in close collaboration with staff at Northeastern across the global network who are primarily based in Boston and Oakland.

The Student Life Manager (Mobility) will possess excellent communication skills, problem-solving skills,
and organisational skills with strong attention to detail. The post holder will need to exercise patience, flexibility, and initiative and thrive in a fast-paced environment. They will be accountable for programme operations ensuring that students receive the best possible student experience during their time in London.

The post holder will be able to work on their own as well as being part of the wider teams servicing London student mobility programmes.

**About the University**

Based in the heart of London, Northeastern University London has developed a reputation for delivering an excellent university experience and has exceeded all Russell Group universities for overall student satisfaction in the UK’s National Student Survey for four consecutive years (2019, 2020, 2021 and 2022).

Small by design, Northeastern University London offers a vibrant community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers and society.

Northeastern University London is part of Northeastern University’s Global Campus Network. Ranked 44th in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

**Duties and Responsibilities**

- To be a key contact for the delivery of London student mobility programmes, liaising with Northeastern GEO office and the London departments, such as Registry, Student Support and Residence Life.

- To ensure compliance with requirements of London student mobility programmes, including delivery of the service level agreement, advising, and assisting in the implementation of the programme procedures and administration.

- To lead on the planning for London student mobility programmes, providing detailed project plans that cover all aspects of services provided to the mobility programmes.

- To maintain a good level of awareness of all aspects of London student mobility programmes, across operational, resourcing, academic and student services.

- Coordinate and Chair in a variety of meetings providing colleagues with regular updates and progress at all stages of London student mobility programmes.
● Line Management responsibilities for assigned personnel in the Student Life Team, including Student Life Coordinator/s.
● To lead on debrief sessions (including student feedback), taking detailed reports and taking forward agreed action plans.
● To lead on Welcome week/s, events and activities including budget management.
● Collaborate with the wider Student Life team in the integrational aspects of mobility students on the London campus, including the participation in student-wide community events.
● To represent the University at partner-hosted events related to London student mobility programmes, such as pre-departure orientations in Boston or other locations, and online presentations to students and parents.
● Oversight of co-curriculars, extracurriculars and mobility events facilitated on/off campus, as designated to this role, and in accordance with approved budgets.
● To have oversight of the planning and approving of regular communications to students, including student newsletters, social media posts and other announcements.
● Signposting students and colleagues to available resources, policies and procedures.
● To support short summer programmes and work with the Head of Student Life to ensure summer programmes are supported and resourced correctly.
● Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.
● Undertake other duties commensurate with the level and purpose of the post as required.

Person Specification Criteria (Essential / Desirable)

● Appropriate qualifications and experience in a similar role with significant experience in leadership and management [E]
● Experience in project management [E]
● Proven budget management experience [E]
● Experience of mobility programmes and an international student-body, including a U.S. student demographic [E]
Experience of nurturing relationships with key stakeholders, including a partner university [E]

Experience of successfully coordinating and leading a diverse team of staff in a fast-paced environment, including responsibility for staff development [E]

Excellent communication and interpersonal skills [E]

A strong administrator with excellent IT skills across Microsoft products: Word, Excel, Adobe, PowerPoint and video conferencing platforms. [E]

The ability to engage confidently and competently with academic and wider professional communities and the willingness to participate in engagement activities which develop the reputation of the relevant programme within the sector [E]

Good overall knowledge of the on-the-ground experience of a mobility student in London, including housing, wellbeing, academic administration, and student life. [E]

Application process

Applications should be made via this [this link] by 20:00 on 29th August 2023. Please use “SLM0823”.

Applications must include a covering letter and a full curriculum vitae.

Participation in the equal opportunities section is encouraged, but voluntary.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. The University may be able to provide visa sponsorship for this role holder.